



# City of Chicago

## Business Affairs and Consumer Protection

### **PUBLIC VEHICLE INDUSTRY NOTICE**

September 9, 2016

Notice No. 16-059

### **PROVIDING GREAT CUSTOMER SERVICES MEANS: MORE TIPS, MORE TRIPS, & MORE \$\$\$ FOR YOU!**

The City of Chicago is hosting the International Manufacturing Technology Show (IMTS) convention at McCormick Place starting Sunday, September 11 to Saturday, September 17.

**This convention is expected to have approximately 120,000 people attending.**

**120,000 attendees = 120,000 potential fares**

McCormick Place has requested taxicabs at the following gates to provide transportation:

- **Gate 4 located at 23<sup>rd</sup> and King Drive**
- **Gate 40 located at 23<sup>rd</sup> and Indiana Avenue and**
- **Gate 30 located at 23<sup>rd</sup> and Lake Shore Drive**

Business Affairs and Consumer Protection encourages all Taxicab Drivers to continue providing excellent customer service to their passengers. The IMTS convention is a great opportunity for the Chicago Taxicab Industry to showcase its customer service skills.

Great customer service means: **More Tips, More Trips, and More Money for you!**

Watch a video on tips to improve your customer service skills featuring a veteran Chicago taxicab driver at:

<https://www.youtube.com/watch?v=IKU8h04fBxE>

- ▶ For questions, comments, or to join the City of Chicago's Department of Business Affairs and Consumer Protection-Public Vehicle Operations (BACPPV) e-mail list to receive industry notices and other news, send an email to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).
- ▶ Rules and Regulations governing City of Chicago licensed public vehicles and public chauffeurs are available at [www.cityofchicago.org/bacp](http://www.cityofchicago.org/bacp).
- ▶ The Municipal Code of Chicago is available at [www.amlegal.com](http://www.amlegal.com).

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